

## Guarantee Program for Phibo® CAD-CAM, S.L.

Phibo CAD-CAM, S.L. Guarantee Program applies to intermediate structures.

After more than 25 years of history, Phibo® offers solutions that cover from the implant system to the final prosthesis, searching for health, comfort and aesthetics of the patients. From the most complex to the simplest treatments, there is a wide range of Phibo® solutions developed based on knowledge and science. We offer predictability in the results, optimizations on the timings and reduction of the possibility of error ensuring a better quality of life for the patient. In Phibo® we develop products and dental services based on different areas of knowledge and science from the surgery, biotechnology, materials physics, bioengineering and all the way to the digitalization and business management. For Phibo® the investigation and improvement with scientific rigor is the base of our knowledge and is the present and the future in which pivots our entire range of products and services. For Phibo® it is not just about delivering isolated products and services that cover only part of the process, disconnected between them, what really matters is to offer complete reliable and flexible solutions that improve the job of our clients, making easy the difficult.

Thanks to Phibo® CAD-CAM you can make available to your patients:

- Totally personalized solutions.
- Maximum aesthetics.
- The best settings that bring greater reliability in their prostheses and long-term predictability

Because all of this we are absolutely convinced of the quality of our products and we offer you the most complete guarantee program.

### 1. GENERAL CONDITIONS

All product quality cases related to intermediate structures manufactured by Phibo® CAD-CAM will be handled exclusively by Phibo® CAD-CAM S.L. according to this guarantee program except any case where specific conditions apply. All available guarantee programs are available in [www.phibo.com](http://www.phibo.com).

The guarantee offered under these terms and conditions must be applied according to this guarantee program as well as sales general conditions established by Phibo® CAD-CAM S.L. that can be consulted in [www.phibo.com](http://www.phibo.com).

### 2. APPLICATION OF THE GUARANTEE

This guarantee is valid only for the original purchaser, in general terms, the Prosthetic Laboratory. Third parties or entities, including patients, dental clinics or intermediate suppliers may not be benefited from this Program.

### 3. SCOPE OF GUARANTEE

#### PERIOD OF GUARANTEE

Phibo® CAD-CAM S.L. offers a guarantee of five years for all CAD-CAM structures made in Titanium, Chromium-Cobalt, Zirconium and IPS e.max® (*a Ivoclar Vivadent AG trademark*), six months for provisional structures made in PMMA and discharge splints, and one year for removable structures made in Chromium-Cobalt. This guarantee is applicable since the date of supply of the intermediate structure to the Prosthetic laboratory.

#### CONDITIONS

The right to a guarantee can only be applied to non-conform products. A non-conform product may have a production related issue, deficiency of the material, or does not comply with the specifications required to Phibo® CAD-CAM, S.L. Such requirements are indicated by the prosthetic laboratory through the tools facilitated by Phibo® CAD-CAM S.L. to that effect (Inbox, sender or any other electronic system considered to be valid). Any other defects are excluded of the benefits of this guarantee specially those due to the design done by Prosthetic laboratory, a posterior incorrect use and/or improper maintenance. The following cases are excluded from the guarantee:

- The connection has been manipulated (eg. Sand blasted, milled, cut, welded)
- In case the Laboratory decides to produce a structure even after Phibo informed that the design is out of Phibo specifications (eg. breach of minimum thickness).
- In case of bad fit of the prosthesis when fitting in the mouth. There will only be accepted cases with bad fit detected previously on the cast, in these cases Phibo analyzes if the problem could be due to production process.
- In case of Zirconia Multilayer, both cemented and screwed restorations, can't exceed 4 units, in posterior sectors, with a maximum of one pontic between abutments. For anterior sectors, restorations can't exceed 6 units, without pontics.
- In case of the Monocolor Zirconia, rehabilitations have no limitation in regards of the units, without exceeding the maximum of two pontics between abutments.
- In Zirconia cases, it is recommended not to design with free extensions
- In case of not acquiring the screws recommended by Phibo, the structures are without guarantee in case of bad fit.

- Do not use original analogs or compatible analogs manufactured by Phibo

For cases which comply with the Guarantee Program, Phibo® CAD-CAM S.L. will either replace the product or generate a refund, as deemed appropriate.

## REQUIREMENTS

To benefit from Phibo® CAD-CAM guarantee program, Prosthetic laboratory must comply with these requirements:

- Assure a correct manipulation of the product following the instructions for use published in the website [www.phibo.com](http://www.phibo.com) and that accompany the product.
- Be up to date with the payments with Phibo® CAD-CAM S.L and with any other company affiliated to Phibo® group.
- Submit the filled-in quality guarantee form available in the website [www.phibo.com](http://www.phibo.com) under Download section.
- Communicate the case in the period of time established by Phibo® CAD-CAM S.L (within 30 days after the detection of the non-conform product).

## 4. REQUEST OF GUARANTEE

You can report a quality case in the Customer Center web portal <http://customercenter.phibo.com>



Print the case form created in Customer Center web portal <http://customercenter.phibo.com>



Include the affected product properly disinfected if it has already been used in a patient.  
If your case concerns implants or abutments, also include radiographs with prostheses loaded.



Send the form and product to Phibo to the following address to the attention of Quality Area:  
PHIBO: P.I. Mas d'en Cisa, Gato Pérez 3-9, 08181, Sentmenat, Barcelona.



You can request a pick-up of the product to customer service by calling +34 937 152 688.

You can also contact by email: [qualityguarantee@phibo.com](mailto:qualityguarantee@phibo.com)

Phibo internal management of reported cases will be done within 30 working days, as long as the information received is sufficient in order to complete the analysis of the case under the quality guarantee program. In the event sufficient details for supporting this guarantee program are not received within 30 working days, the case will be automatically closed due to lack of data; the case may be reopened at any time upon request of the customer provided additional data is submitted to Phibo. If the case is within guarantee, Phibo will either replace the product without cost or reimburse the product cost as applicable.

According to the Regulation (EU) 2016/679 on General Data Protection (GDPR), Phibo® CAD-CAM S.L. will not keep any data that refers to the patient and will identify the product case with an internal code assigned by Phibo® CAD-CAM S.L. The product received derived from a quality case will not be returned to the client.

## 5. GENERAL LIMITATIONS OF THIS GUARANTEE

The application and use of intermediate structures manufactured by Phibo® CADCAM is out of the reach of the manufacturer, being the user the sole responsible of the damages that the device may cause derived from its use. Phibo® CAD-CAM S.L. is exempt from any responsibility for any damage caused derived from manipulation or incorrect use or off-label use. Nor Phibo® CAD-CAM S.L. or any of its subsidiaries are responsible in any circumstance for lost earnings, income or profits, direct or indirect, incidental or consequential damages of any nature and by any cause.

With the exception of the previously expressed in the Phibo® quality guarantee program, nor Phibo® CAD-CAM, S.L. or any of its trading subsidiaries offers implicit or explicit guarantee, except that its products will not present any defects in its manufacturing materials.

## 6. MODIFICATION OR FINALIZATION OF THE GUARANTEE PROGRAM

Phibo CAD-CAM, S.L. can modify or finalize this quality program at any given time, as long as Phibo® CAD-CAM S.L. informs with a written notification, about this modification or suspension no less than 60 days before its application. Changes or finalization of the guarantee will not affect the products under this guarantee reported to Phibo CAD-CAM, S.L. before the date of the modification or finalization.

With 60 days of anticipation Phibo® CAD-CAM S.L. can to its exclusive discretion, cancel the access to any of the benefits of this guarantee program. This decision will not affect the benefits that the participant has reported before the date of finalization, as long as all the requirements have been met.

By participating in this program and in purchase of Phibo® products, the professional in charge of the treatment accepts the terms and conditions therein provided. For more info please contact your Phibo® CAD-CAM S.L. sales representative.